



1TGU-OWS-48-DLG

DATE: February 26, 2002

SESA ISSUANCE NO. 02-15

SUBJECT: Job Service Complaint System/Outreach Worker Training

1. **Purpose:** To advise State Workforce Agency Administrators of a two-day Job Service Complaint System/Outreach Worker Training, to be held in Boston on April 2 and 3, 2002.
2. **Background:** The 2-day Job Service Complaint System/Outreach Worker Training will include a comprehensive session on the Job Service Complaint System, and its posting and reporting requirements. On the second day, the training session will also address the duties and responsibilities of outreach workers, and their close working relationships with Monitor Advocates and Job Service Complaint Officers. For your perusal, we are attaching a tentative agenda.
3. **Logistics:** The Meeting will be held in the Boston Regional Office. Directions to our office and a listing of area accommodations can be found at our website <http://www.doleta.gov/regions/reg01bos/public/hotels.htm>. In addition, The Bostonian Hotel has rooms available at the government rate of \$159.00 per night. The hotel's phone number is 617-523-3600.
4. **Action Required:** Administrators are encouraged to authorize the attendance and participation of the Job Service Complaint Officers, Monitor Advocates and Outreach Workers. Please RSVP by March 25, 2002, to Doris Lissette Geán at 617-565-2268, or via e-mail at dgean@doleta.gov.
5. **Inquiries:** Questions concerning this issuance should be directed to Doris Lissette Geán, Regional Monitor Advocate, at 617-565-2268.

A handwritten signature in black ink that reads "Joseph F. Stoltz".

Joseph F. Stoltz
Regional Director
Office of Workforce Security

Attachment



**JOB SERVICE COMPLAINT SYSTEM/
OUTREACH WORKER TRAINING**
Tentative Agenda

*John F. Kennedy Federal Building – Government Center
Boston, Massachusetts 02203*

Thursday, April 2, 2002 – Room E-275B

- 9:00 AM** Continental Breakfast
- 10:00 AM** Welcoming Remarks.....*Joseph Stoltz*
- 10:30 AM** Job Service Complaint System.....*José Ocasio*
- 12:00 PM** Lunch (on your own)
- 1:00 PM** Job Service Complaint System.....*José Ocasio*
- 4:00 PM** Adjourn

Friday, April 3, 2002 – Room E-275B

- 9:00 AM** Continental Breakfast
- 10:00 AM** Outreach Worker Training.....*Outreach Workers*
- 12:00 PM** Lunch (on your own)
- 1:00 PM** Outreach Worker Training*Outreach Workers*
- 3:00 PM** Adjourn